

**FOI**

Highest ever Q3 receipts matched by record closures.

Very low front end caseloads. Taking longer to close cases.

**DP**

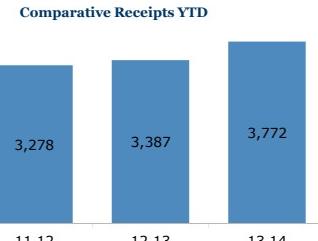
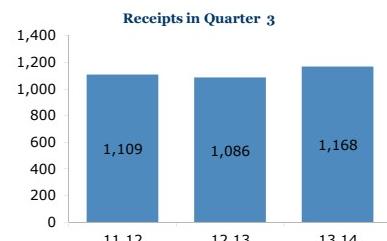
13% more referrals but a decrease in the percentage of cases where compliance with DP was unlikely.

**Helpline**

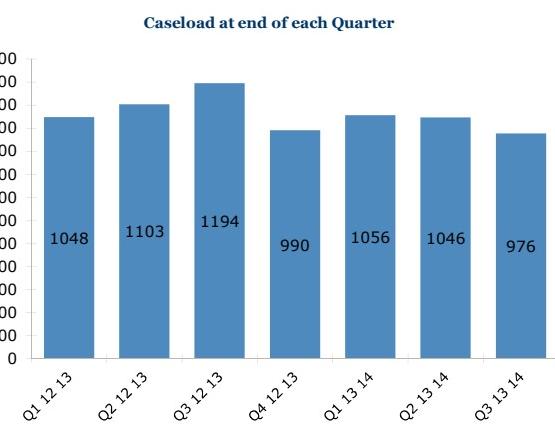
23% increase in calls received so far this year. Changes in telephony system implemented which should reduce receipts.

Simon Entwistle

<b>Received</b>		
	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	1,180	1,335
<b>Quarter 2</b>	1,121	1,269
<b>Quarter 3</b>	1,086	1,168
<b>Quarter 4</b>	1,304	
<b>Total</b>	<b>4,691</b>	<b>3,772</b>

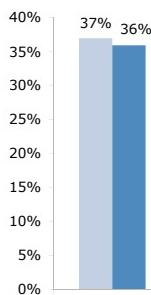


<b>Closed</b>		
	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	1,094	1,297
<b>Quarter 2</b>	1,084	1,285
<b>Quarter 3</b>	994	1,256
<b>Quarter 4</b>	1,524	
<b>Total</b>	<b>4,696</b>	<b>3,838</b>



#### FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q3	%
<b>0 - 30 days</b>	679	54%
<b>31 - 90 days</b>	113	9%
<b>91 - 180 days</b>	283	23%
<b>181 - 270 days</b>	153	12%
<b>271 - 365 days</b>	27	2%
<b>1 yr - 18 months</b>	1	0%
<b>Total</b>	<b>1,256</b>	<b>100%</b>



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#### Decision Notices Served

	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	214	232
<b>Quarter 2</b>	275	298
<b>Quarter 3</b>	235	316
<b>Quarter 4</b>	382	
<b>Total</b>	<b>1,106</b>	<b>846</b>

+17%

#### Decision Notices Served by outcome

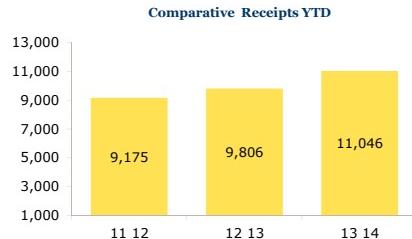
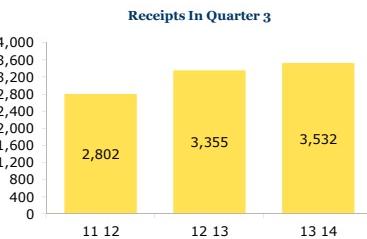
	2012/13				2013/14			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
<b>Quarter 1</b>	104	47	63	214	139	28	65	232
<b>Quarter 2</b>	145	41	89	275	176	48	74	298
<b>Quarter 3</b>	145	31	59	235	202	43	71	316
<b>Quarter 4</b>	221	61	100	382				
<b>Total</b>	<b>615</b>	<b>180</b>	<b>311</b>	<b>1,106</b>	<b>517</b>	<b>119</b>	<b>210</b>	<b>846</b>

Some complaints that are originally classified as FOI receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

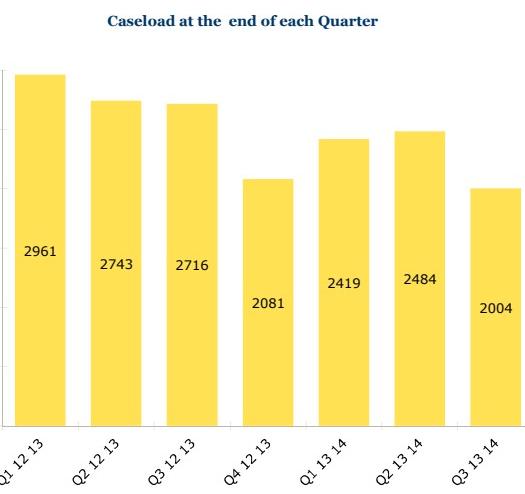
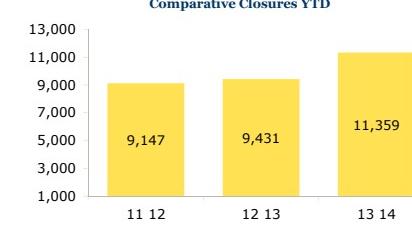
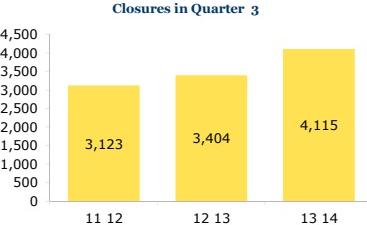
# DP complaint casework

January 2014 - Quarter 3

Received		
	2012/13	2013/14
Quarter 1	3,311	3,676
Quarter 2	3,140	3,838
Quarter 3	3,355	3,532
Quarter 4	3,965	
Total	13,771	11,046



Closed		
	2012/13	2013/14
Quarter 1	2,695	3,402
Quarter 2	3,332	3,842
Quarter 3	3,404	4,115
Quarter 4	4,611	
Total	14,042	11,359

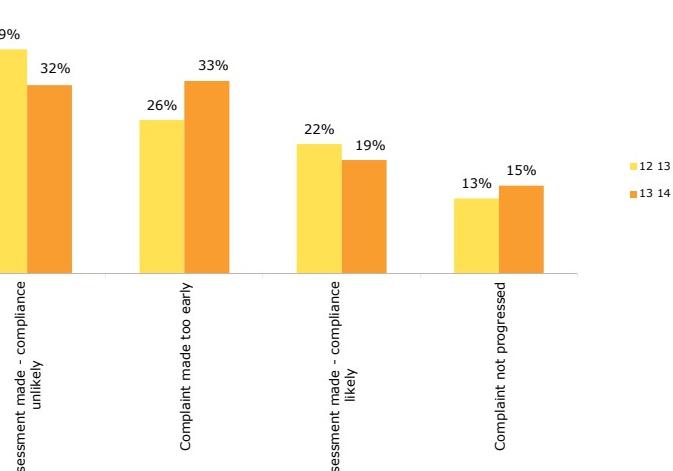


## DP Complaints - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	2,426	59%
31 - 90 days	656	16%
91 - 180 days	899	22%
181 - 270 days	133	3%
271 - 365 days	1	0%
Total	4,115	100%

Some complaints that are originally classified as DP receipts are subsequently reclassified and removed from the receipt total. This affects the caseload and causes it not to balance with quarterly receipts and closures.

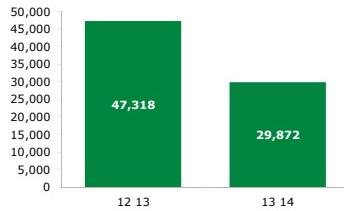
## Complaint Comparative Outcomes Q3



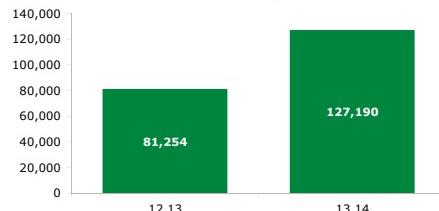
**Concerns reported**

	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	13,265	57,236
<b>Quarter 2</b>	20,671	40,082
<b>Quarter 3</b>	47,318	29,872
<b>Quarter 4</b>	80,644	
<b>Total</b>	<b>161,898</b>	<b>127,190</b>

**Concerns reported in Quarter 3**



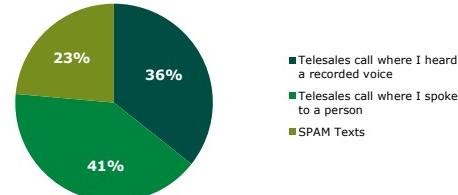
**Comparative concerns reported YTD**



**Nature of telesales and SPAM texts reported**

	<b>2012/13</b>		<b>2013/14</b>	
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice
<b>Quarter 1</b>	6,110	1,983	4,887	34,066
<b>Quarter 2</b>	5,300	6,972	8,099	17,007
<b>Quarter 3</b>	10,506	18,425	18,044	10,548
<b>Quarter 4</b>	53,922	15,042	11,271	12,050
<b>Total</b>	<b>75,838</b>	<b>42,422</b>	<b>42,301</b>	<b>61,621</b>
				<b>43,084</b>
				<b>21,501</b>

**Nature of telesales and SPAM texts reported Q3**



**Cookie concerns reported**

**Cookie concerns reported**

	<b>2012/13</b>	<b>2013/14</b>
<b>Quarter 1</b>	258	75
<b>Quarter 2</b>	226	85
<b>Quarter 3</b>	114	53
<b>Quarter 4</b>	87	
<b>Total</b>	<b>685</b>	<b>213</b>



**FOI and EIR Complaints - Age profiles**

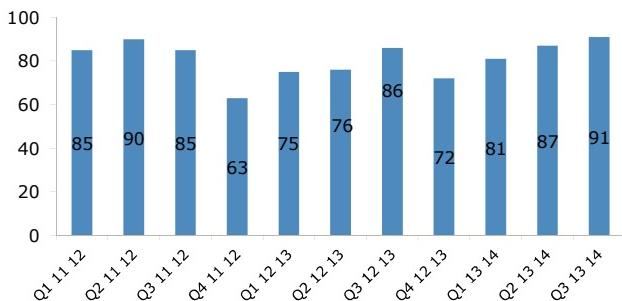
Age profile	Caseload Q3	%
0 - 30 days	239	24%
31 - 90 days	319	33%
91 - 180 days	307	31%
181 - 270 days	96	10%
271 - 365 days	13	1%
1 yr - 18 months	2	0%
<b>Total</b>	<b>976</b>	<b>100%</b>

**DP Complaints - Age profiles**

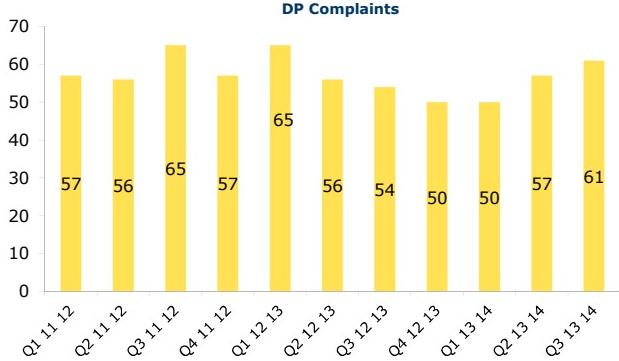
Age profile	Caseload Q3	%
0 - 30 days	723	36%
31 - 90 days	784	39%
91 - 180 days	438	22%
181 - 270 days	58	3%
271 - 365 days	1	0%
<b>Total</b>	<b>2,004</b>	<b>100%</b>

**Average age of caseload in days at end of each quarter**

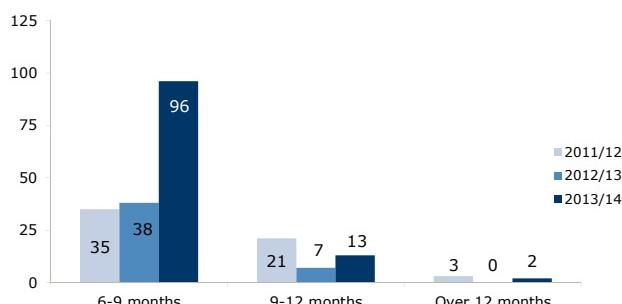
**FOI and EIR Complaints**



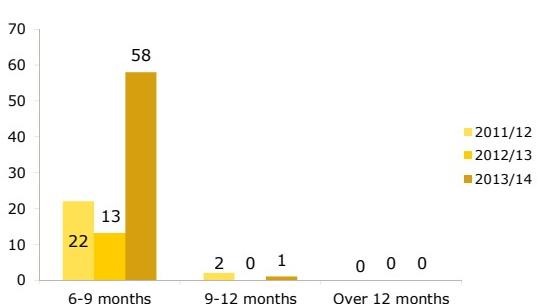
**DP Complaints**



**FOI and EIR Complaints over 6 months old**

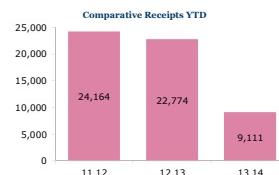
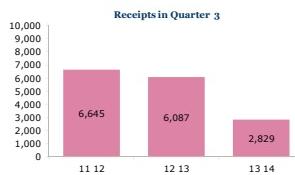


**DP Complaints over 6 months old**



Written advice casework received				
	2012/13		2013/14	
	General advice	Registration	Total	General advice
Quarter 1	2,901	4,711	7,612	3,064
Quarter 2	2,847	6,228	9,075	3,218
Quarter 3	2,593	3,494	6,087	2,829
Quarter 4	2,915	3,022	5,937	
Total	<b>11,256</b>	<b>17,455</b>	<b>28,711</b>	<b>9,111</b>

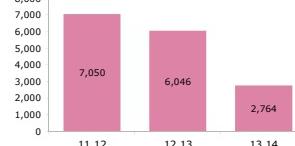
#### Written advice



#### Written advice casework closed

	2012/13		2013/14	
	General advice	Registration	Total	General advice
Quarter 1	2,709	4,534	7,243	3,051
Quarter 2	3,015	5,820	8,835	3,039
Quarter 3	2,650	3,396	6,046	2,764
Quarter 4	3,211	3,707	6,918	
Total	<b>11,585</b>	<b>17,457</b>	<b>29,042</b>	<b>8,854</b>

#### Closures in Quarter 3



#### Comparative Closures YTD



#### Total written advice - age profile

Age profile	General advice Caseload Q3	%
0 - 30 days	190	96%
31 - 90 days	7	4%
91 - 180 days	1	1%
Total	<b>198</b>	<b>100%</b>

Since the introduction of our new registration service, requests for registration advice are no longer measured separately and are part of our overall registration service transactions. We will be developing MI to cover our new registration service during the financial year 2014-15.

#### Helpline advice

##### Helpline calls received

	2012/13	2013/14
Quarter 1	52,966	64,231
Quarter 2	56,309	73,030
Quarter 3	54,629	63,553
Quarter 4	61,234	
Total	<b>225,138</b>	<b>200,814</b>

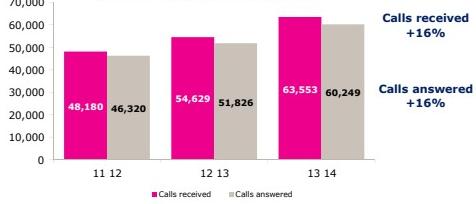
##### Helpline calls answered

	2012/13	2013/14
Quarter 1	50,715	59,686
Quarter 2	53,879	67,996
Quarter 3	51,826	60,249
Quarter 4	57,393	
Total	<b>213,813</b>	<b>187,931</b>

##### Average wait time

	2012/13	2013/14
Quarter 1	42	100
Quarter 2	45	94
Quarter 3	55	89
Quarter 4	65	
Average Wait YTD	<b>52</b>	<b>89</b>

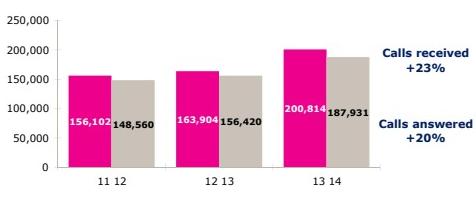
#### Total Helpline Calls Received in Quarter 3



Calls received +16%

Calls answered +16%

#### Comparative Total Calls Received YTD



Calls received +23%

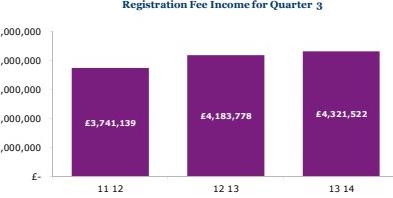
Calls answered +20%

#### Registration fee income

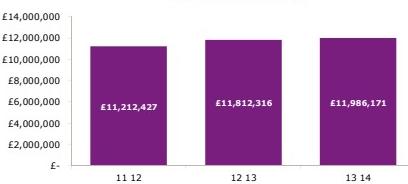
##### Fee income received

	2012/13	2013/14
Quarter 1	£3,831,140	£3,773,331
Quarter 2	£3,797,398	£3,891,318
Quarter 3	£4,183,778	£4,321,522
Quarter 4	£4,461,358	
Total	<b>£16,273,674</b>	<b>£11,986,171</b>

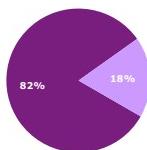
##### Registration Fee Income for Quarter 3



#### Comparative fee income YTD



##### Fee income received in Q3 by fee tier



■ T1 (£35) ■ T2 (£50)

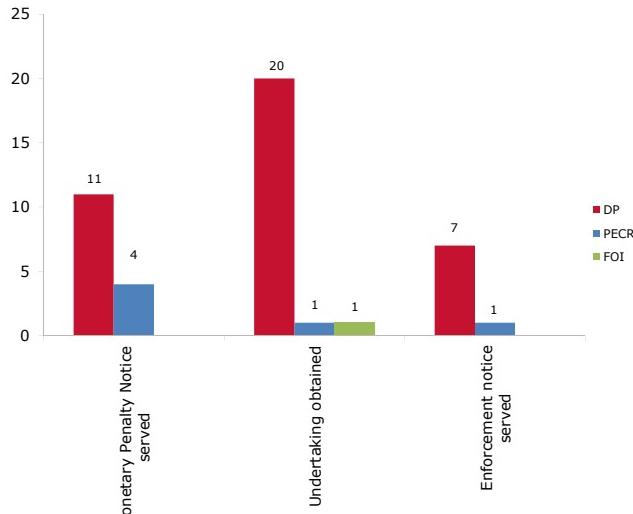
**Enforcement cases created**

	Data Protection	PECR	FOI and EIR
2012/13	Quarter 1 286	3	0
	Quarter 2 339	37	1
	Quarter 3 417	28	7
	Quarter 4 379	39	4
Total	<b>1,421</b>	<b>107</b>	<b>12</b>
2013/14	Quarter 1 365	30	5
	Quarter 2 430	29	5
	Quarter 3 482	26	0
	Quarter 4		
Total	<b>1,277</b>	<b>85</b>	<b>10</b>

**Self-Reported Breaches**

	2012/13	2013/14
Quarter 1	239	288
Quarter 2	297	364
Quarter 3	303	387
Quarter 4	337	
Total	<b>1,176</b>	<b>1,039</b>

**Outcome of Civil Enforcement work finished 2013-14**

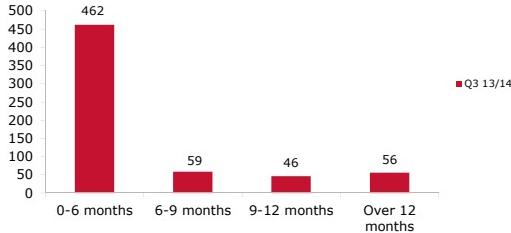


**Enforcement cases finished**

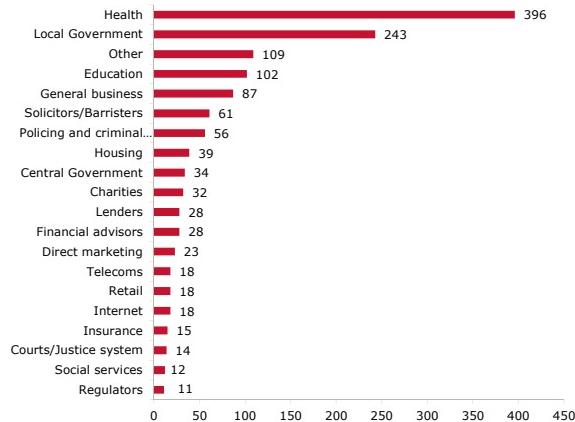
	Data Protection	PECR	FOI and EIR
2012/13	Quarter 1 285	3	2
	Quarter 2 308	23	0
	Quarter 3 279	20	3
	Quarter 4 454	15	3
Total	<b>1,326</b>	<b>61</b>	<b>8</b>
2013/14	Quarter 1 338	27	3
	Quarter 2 439	15	5
	Quarter 3 556	36	8
	Quarter 4		
Total	<b>1,333</b>	<b>78</b>	<b>16</b>

\*1158 cases finished with outcome investigated, remedial action identified YTD

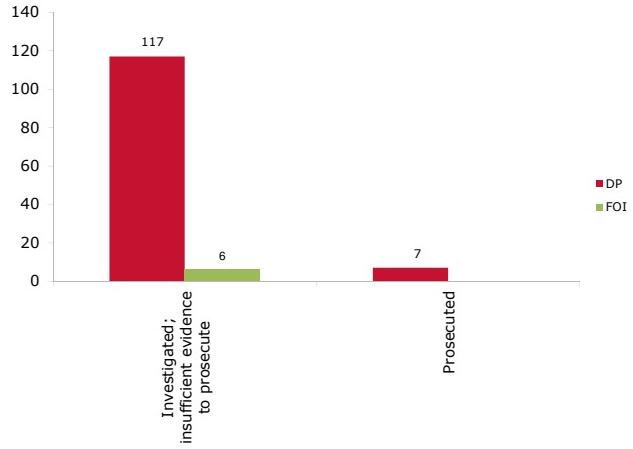
**Age distribution of current caseload**



**Sector breakdown of Enforcement work finished 2013-14**



**Outcome of Criminal Investigation work finished 2013-14**



Investigated; remedial action identified - This category encompasses all cases investigated by the civil investigation team which do not result in formal regulatory action, such as a civil monetary penalty or enforcement notice. This also includes cases that may not breach the Data Protection Act, but where detailed advice can be provided to a data controller, to cases that require a full investigation of the circumstances of a breach but which eventually do not meet the criteria for formal action by the Commissioner.